

JANUARY 2021

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE
OF THE STATE OF CALIFORNIA



EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) and the Budget Act of 2020 (SB 75, Chapter 6, Statutes of 2020) require the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

January 2021 Highlights:

- On January 28, 2021, DMV announced behind-the-wheel drive tests would resume. The DMV previously postponed all behind-the-wheel tests through the end of January for the health and safety of customers and employees during the statewide surge in COVID-19 cases.

The DMV automatically rescheduled customers for behind-the-wheel drive test appointments that were canceled between December 14 and February 1. DMV anticipates new appointments for behind-the-wheel tests will be available in mid-February.

- On January 29, 2021, DMV expanded service in the Inland Empire by opening a Driver's License Processing Center in Fontana. This office will only process driver license and identification card applications.
- As of January 2021, there are 9,613,952 Californians with a REAL ID-compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of January 2021, DMV produced over 11 million REAL ID driver license and identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card. Unlike new REAL ID cards, renewals and duplicates do not require an in-person field office visit.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.6%	18.0%	13.6%
February 2018	74,020	24,798	98,818	498,284	102,984	601,268	700,086	12.9%	19.4%	14.1%
March 2018	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.0%	23.3%	18.1%
April 2018	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.4%	24.9%	21.1%
May 2018	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.7%	25.2%	23.1%
June 2018	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.1%	31.6%	25.4%
July 2018	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.5%	32.6%	27.6%
August 2018	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.6%	30.8%	30.7%
September 2018	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.6%	26.7%	31.6%
October 2018	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.3%	28.7%	33.4%
November 2018	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.8%	29.6%	36.5%
December 2018	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.5%	30.3%	39.8%
2018 Total	2,044,258	407,971	2,452,229	5,449,379	1,089,505	6,538,884	8,991,113	27.3%	27.2%	27.3%
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
October 2019	422,739	44,875	467,614	419,146	97,220	516,366	983,980	50.2%	31.6%	47.5%
November 2019	387,462	41,007	428,469	390,312	95,218	485,530	913,999	49.8%	30.1%	46.9%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
2019 Total	4,228,781	549,841	4,778,622	5,236,743	1,221,379	6,458,122	11,236,744	44.7%	31.0%	42.5%
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
May 2020	80,997	4,164	85,161	252,776	24,120	276,896	362,057	24.3%	14.7%	23.5%
June 2020	223,703	20,026	243,729	377,653	51,666	429,319	673,048	37.2%	27.9%	36.2%
July 2020	324,154	30,242	354,396	432,751	70,013	502,764	857,160	42.8%	30.2%	41.3%
August 2020	288,107	27,735	315,842	436,561	69,126	505,687	821,529	39.8%	28.6%	38.4%
September 2020	268,798	30,246	299,044	441,064	76,986	518,050	817,094	37.9%	28.2%	36.6%
October 2020	273,532	33,578	307,110	447,206	85,634	532,840	839,950	38.0%	28.2%	36.6%
November 2020	217,483	25,626	243,109	358,200	69,705	427,905	671,014	37.8%	26.9%	36.2%
December 2020	225,486	22,449	247,935	431,415	67,623	499,038	746,973	34.3%	24.9%	33.2%
2020 Total	3,232,298	342,879	3,575,177	4,382,525	775,993	5,158,518	8,733,695	42.4%	30.6%	40.9%
January 2021	233,150	29,674	262,824	452,967	84,814	537,781	800,605	34.0%	25.9%	32.8%
GRAND TOTALS	9,738,487	1,330,365	11,068,852	15,521,614	3,171,691	18,693,305	29,762,157	38.6%	29.6%	37.2%

Total Californians with REAL IDs

As of January 2021, there are 9,613,952 Californians with a REAL ID compliant driver license or identification card. The Department of Homeland Security extended the REAL ID enforcement date to October 1, 2021, in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

Network Redundancy: On January 25, 2021, DMV completed the project converting 183 offices from Verizon to Comcast.

STAFFING

Hiring Status: DMV filled all the 784 new positions and all staff for these positions have started.

Absenteeism: The department is monitoring unplanned absences and fluctuations in absenteeism related to COVID-19.

CONTINUED PROCESS IMPROVEMENTS

Maximize Window Utilization: DMV worked closely with two contracted consultants, to identify opportunities to streamline business processes and maximize window utilization. There are several initiatives and best practices that have or will be adopted as a result:

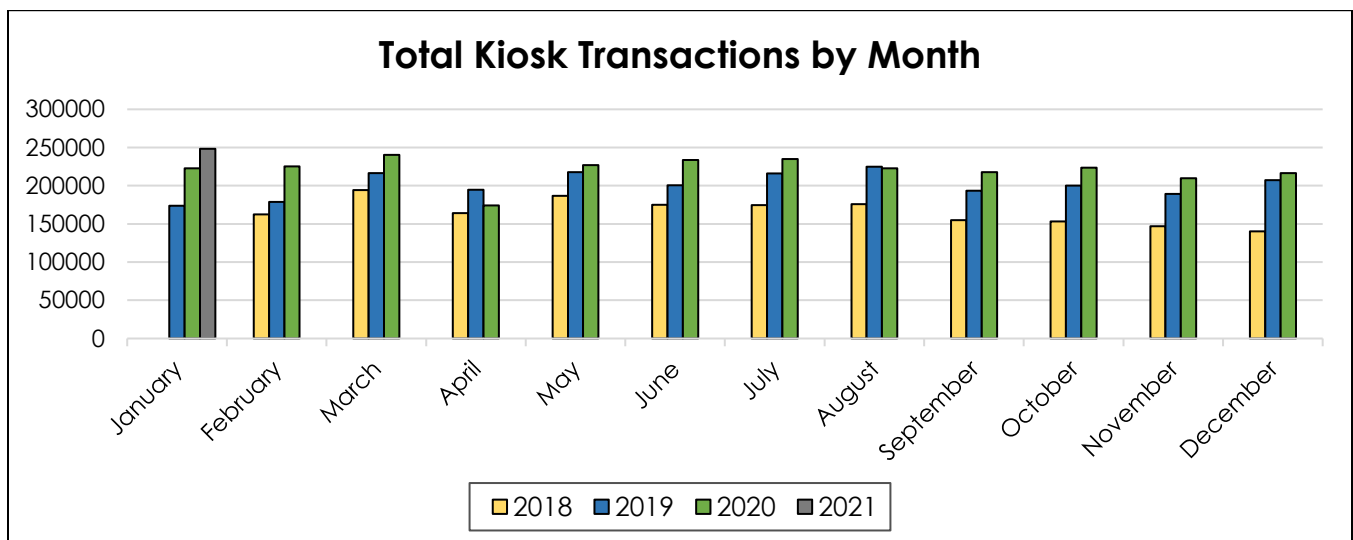
- **Bar Code Scanners:** Used to scan the back of a DL/ID card to populate customer information into DMVs system. Statewide rollout January 27, 2021.
- **Reduce Customer Walk Time:** Designated staging area for customers to wait for a queue ticket to be called. Statewide rollout January 27, 2021.
- **Customer Resolution Windows:** Dedicated window for processing transactions that require more extensive processing and/or outreach to other units at DMV headquarters for support or resolution. Phased rollout in progress.
- **Vehicle Registration Document Checklist:** Providing customers a checklist when they arrive at DMV based on their transaction. Phased rollout in progress.
- **30/30/20 Strategy:** Set timeframes for calling and re-calling customers waiting in the queue. Phased rollout in progress.

INFORMATION TECHNOLOGY

DMV NOW Kiosks: DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services. There are 365 DMV Now kiosks statewide: 98 in DMV field offices, 249 in retail locations, 1 library, 1 at the University of California, Irvine, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 14 in Northern California AAA locations.

Customers can complete the following transactions on a kiosk.

- Add or remove an affidavit of non-use or update vehicle insurance
- Driver record history request
- File for planned non-operation
- Pay a reinstatement fee for suspended vehicle registration
- Registration renewal
- Replacement registration card
- Replacement sticker
- Vehicle record history request



DMV continues to evaluate additional ways in which the self-service kiosks can be used to allow customers to complete their DMV transactions.

DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	N/A	184	N/A	N/A	194,143
Apr-18	136,052	27,942	N/A	184	N/A	62	164,240
May-18	154,238	32,195	N/A	239	N/A	109	186,781
Jun-18	141,716	32,825	N/A	236	N/A	177	174,954
Jul-18	139,563	34,511	N/A	245	N/A	187	174,506
Aug-18	141,483	33,979	9	270	N/A	184	175,925
Sep-18	119,632	34,666	75	199	N/A	185	154,757
Oct-18	119,112	33,663	123	203	N/A	228	153,329
Nov-18	110,526	35,771	194	157	27	249	146,924
Dec-18	100,144	39,380	238	103	23	248	140,136
Jan-19	126,200	46,863	288	150	117	302	173,920
Feb-19	127,110	50,568	281	184	159	326	178,628
Mar-19	150,882	64,586	356	190	236	373	216,623
Apr-19	134,888	58,524	367	208	159	536	194,682
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075
Aug-19	148,232	74,521	501	265	222	958	224,699
Sep-19	118,938	73,133	479	163	157	719	193,589
Oct-19	127,110	71,472	501	150	215	883	200,331
Nov-19	111,941	75,874	351	148	171	731	189,216
Dec-19	124,321	81,574	353	115	173	805	207,341
Jan-20	130,035	90,723	383	207	227	1,028	222,603
Feb-20	129,073	94,708	377	145	243	928	225,474
Mar-20	107,368	131,976	213	118	224	578	240,477
Apr-20	379	173,974	4	3	5	20	174,385
May-20	17,528	209,280	2	2	54	214	227,080
Jun-20	60,331	172,366	2	2	276	680	233,657
Jul-20	63,794	169,956	7	3	251	807	234,818
Aug-20	58,302	163,301	3	2	280	919	222,807
Sep-20	60,956	155,911	0	2	259	801	217,929
Oct-20	64,723	157,642	0	0	368	900	223,633
Nov-20	56,962	151,832	0	2	275	809	209,871
Dec-20	60,275	155,043	0	2	325	832	216,477
Jan-21	62,571	184,744	0	0	300	906	248,521

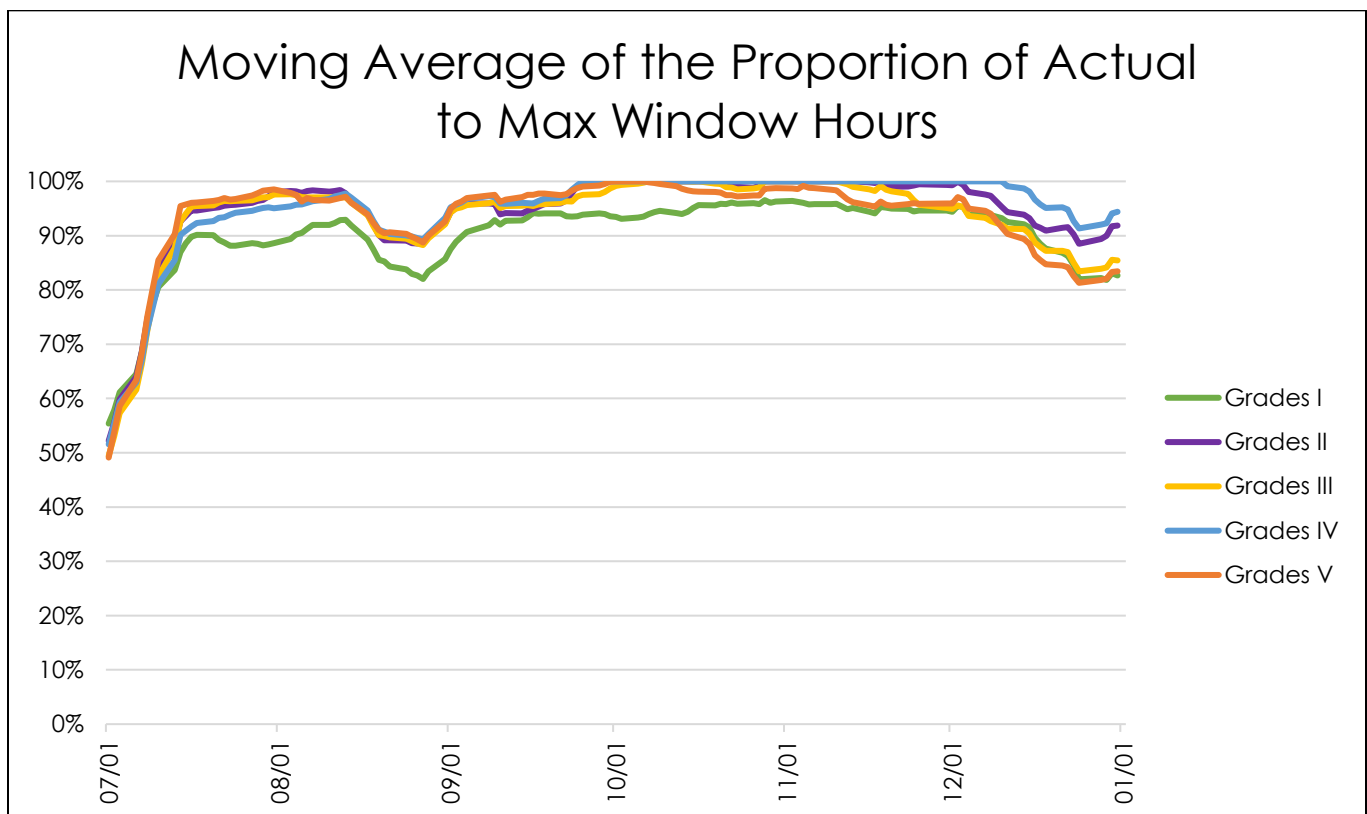
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

WINDOW HOURS

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Physical distancing measures within field offices to ensure customer and employee safety limit the number of available transaction windows to approximately half the amount available pre-COVID-19. The following charts adjust for this new baseline of transaction windows beginning with July 2020.

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months adjusted for the new baseline of transaction windows¹. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.



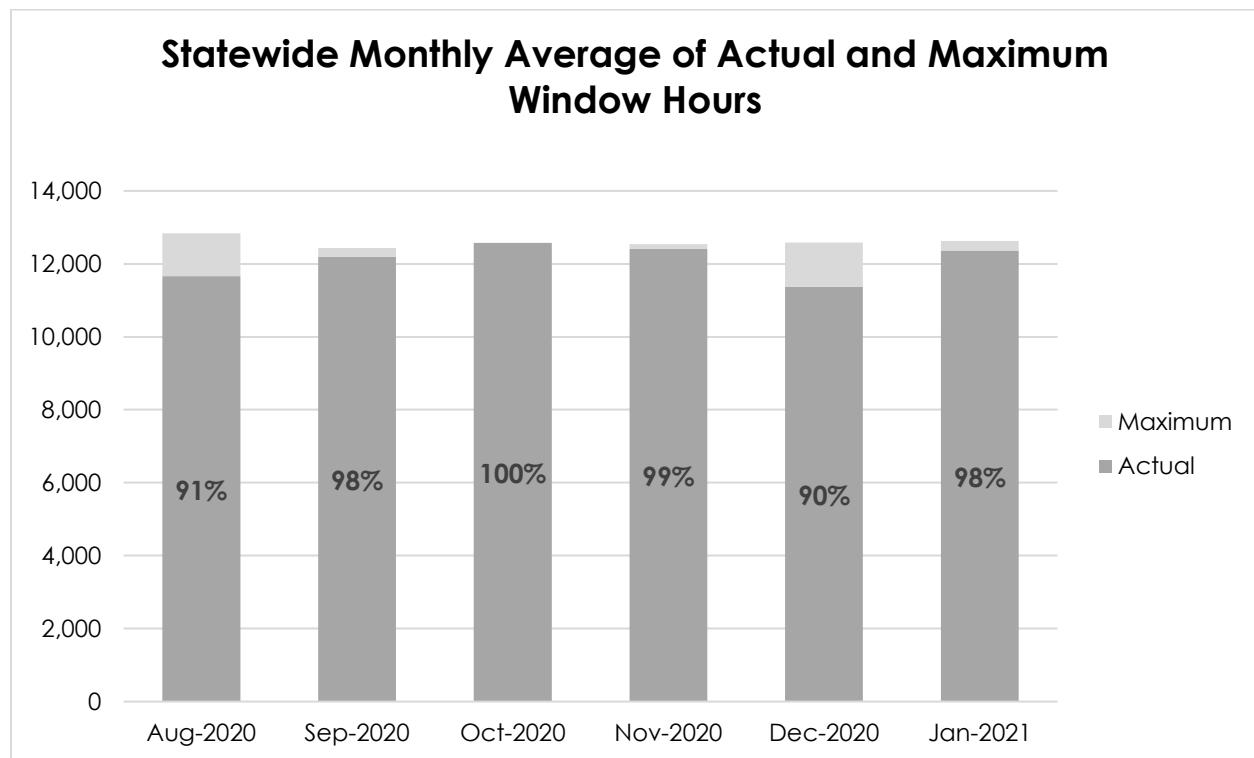
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of January, Saturday service was suspended in those field offices open to the public.

² All 10 days are weighted equally in the calculation of the average.

Percentage of Actual to Maximum Window Hours: This table presents the same information adjusted for the new baseline as the figure above but aggregated to the month as a whole.

	Percentage of Actual to Maximum Window Hours					
	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021
Grade I	85%	94%	95%	95%	87%	93%
Grade II	91%	98%	100%	100%	93%	99%
Grade III	91%	97%	100%	97%	88%	94%
Grade IV	92%	99%	100%	100%	96%	100%
Grade V	91%	99%	98%	96%	86%	94%

Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data adjusted for the new baseline, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.

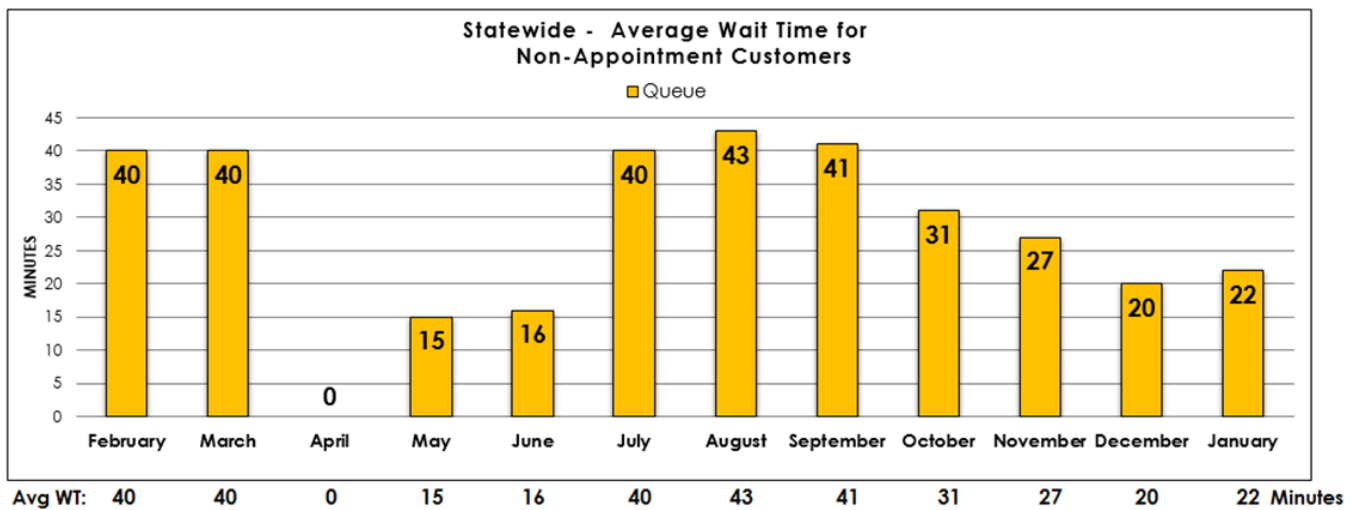


WAIT TIMES

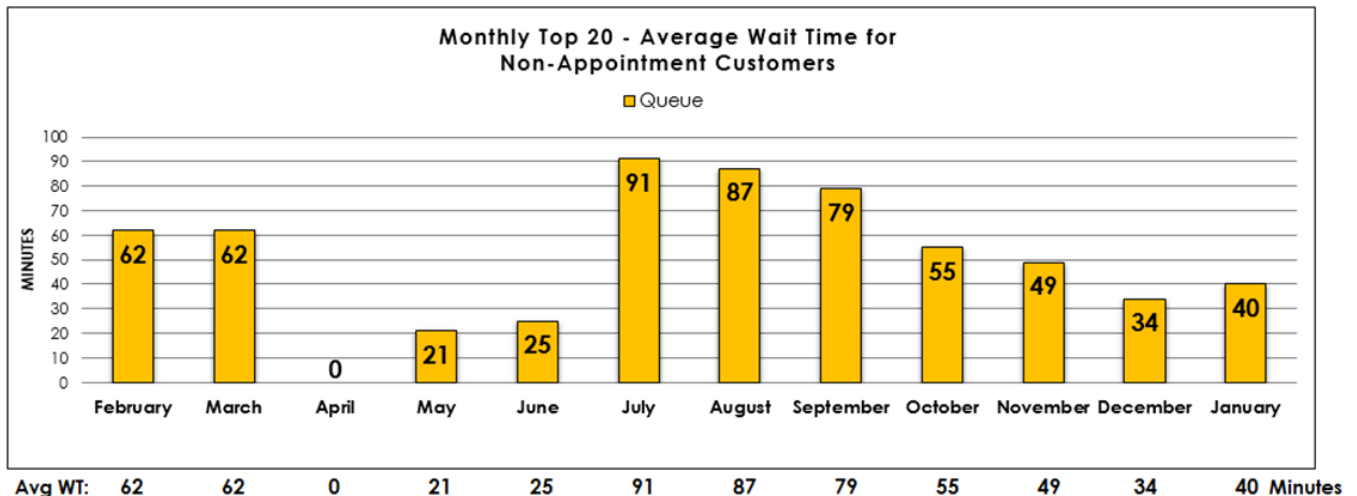
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve the public to ensure physical distancing, instituted temperature checks for customers and employees, and required technicians to wipe down workstations prior to calling the next customer.

January wait times for non-appointment customers averaged 22 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:



Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices.

- Grade I/II offices are small, mostly rural offices, serving an average of 300-1,200 customer per week.
- Grade III offices are mid-sized offices, serving an average of 1,500-2,000 customers per week.
- Grade IV/V offices are large, mostly urban offices which serve an average of 2,000-3,300 customers per week.

STATEWIDE - MONTH OF December, 2020

Month of December, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	3,431	6	139,438	15	142,869	15
Grade III - 47 Offices	13,873	8	235,087	21	248,960	20
Grade IV/V - 68 Offices	42,671	9	511,427	21	554,098	20

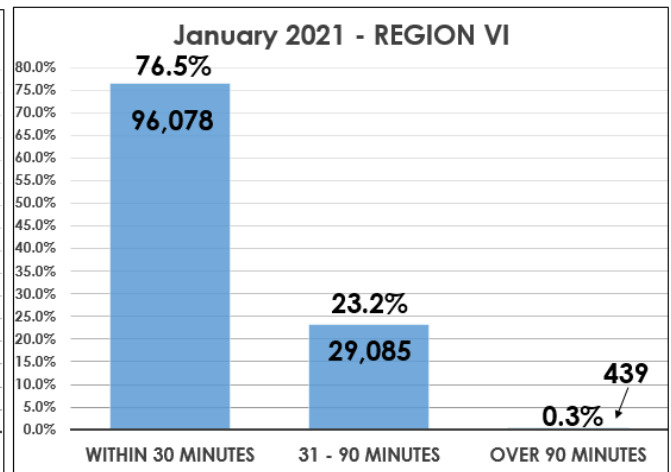
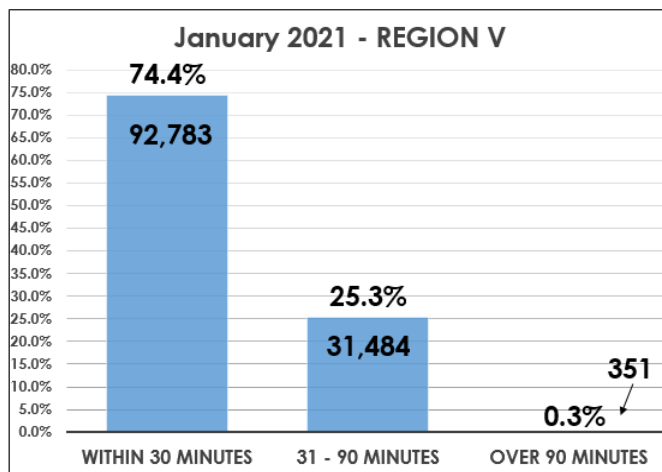
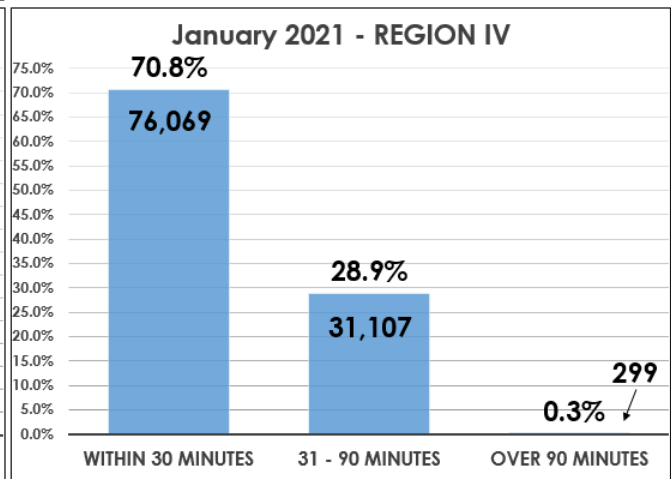
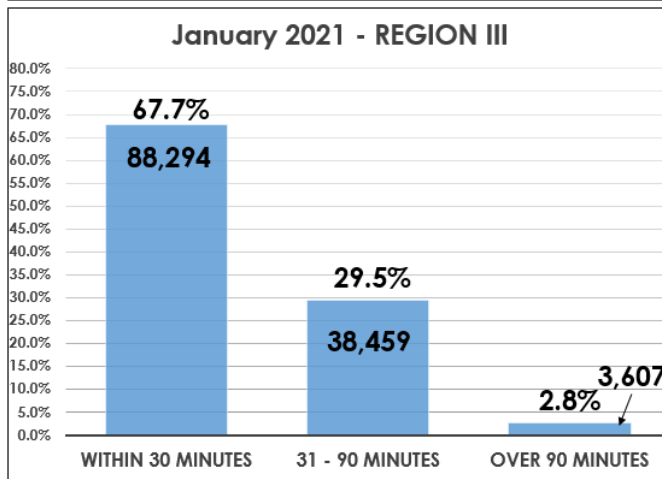
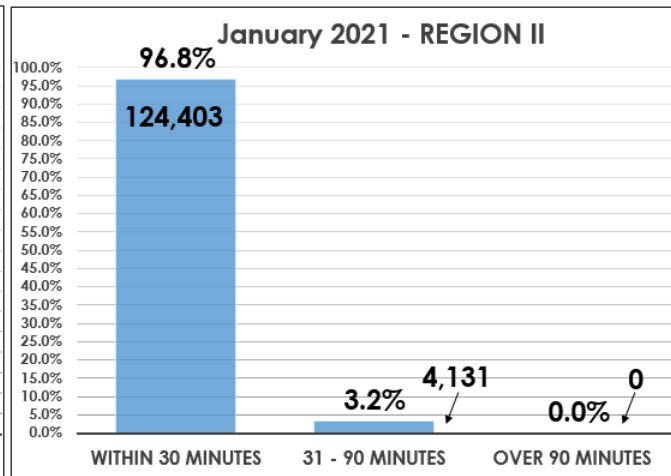
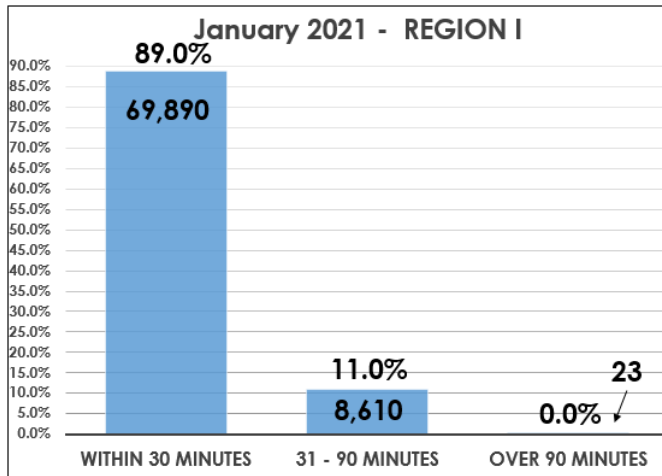
STATEWIDE - MONTH OF January, 2021

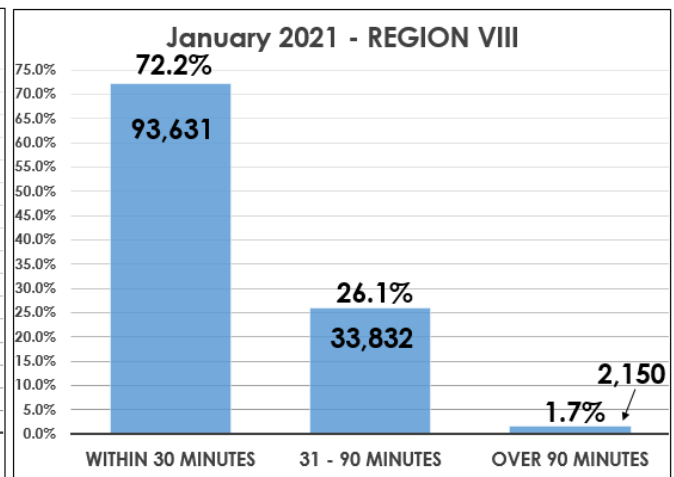
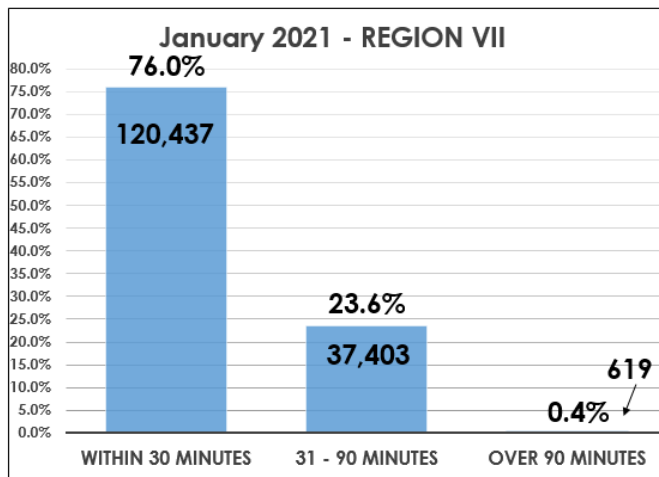
Month of January, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	5,100	6	140,569	17	145,669	17
Grade III - 47 Offices	19,618	9	239,709	24	259,327	23
Grade IV/V - 68 Offices	58,300	9	519,888	21	578,188	20

DIFFERENCE BETWEEN MONTH OF January, 2021 and MONTH OF December, 2020

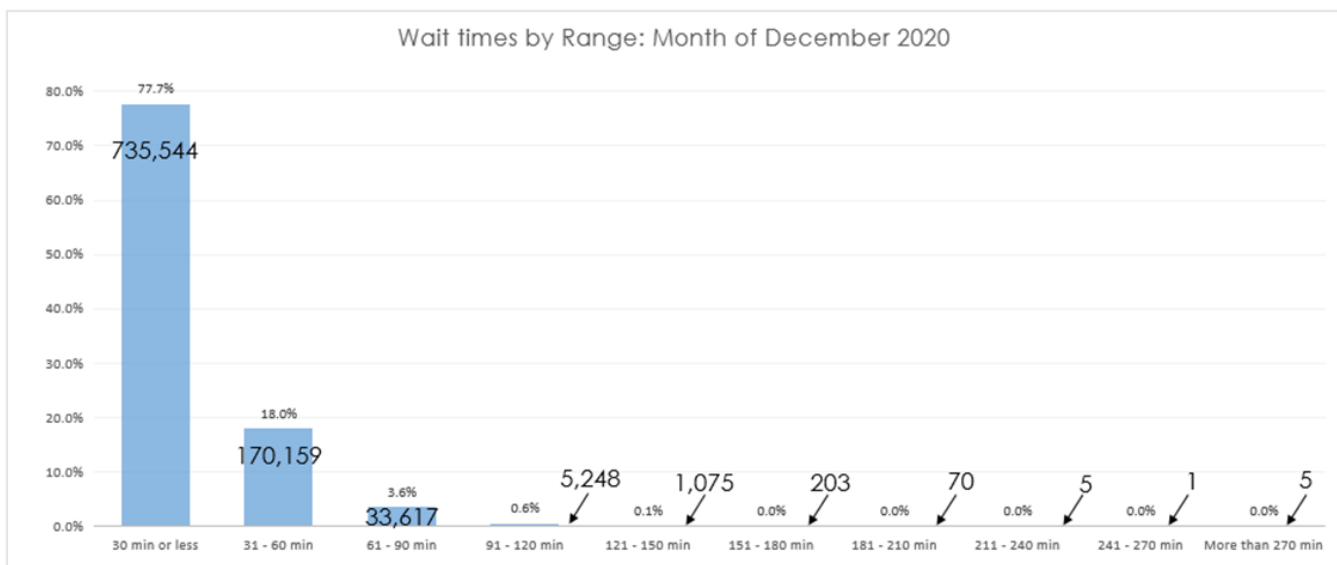
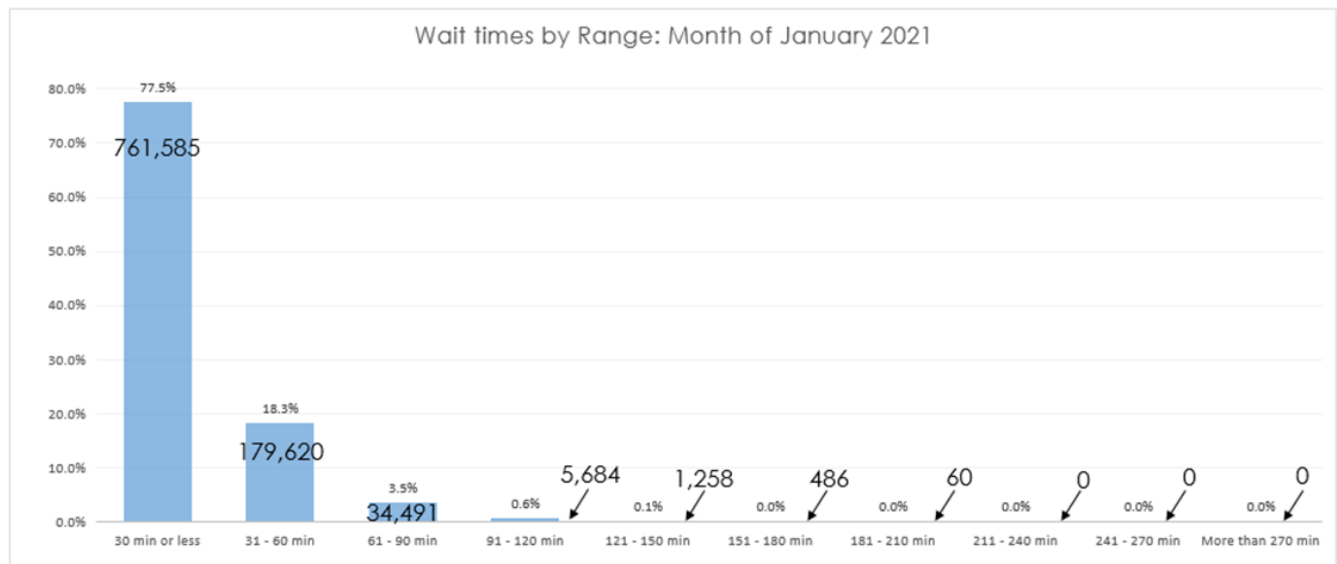
Month of Jan, 2021 vs Dec, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	+1,669	-	+1,131	+2	+2,800	+2
Grade III - 47 Offices	+5,745	+1	+4,622	+3	+10,367	+3
Grade IV/V - 68 Offices	+15,629	-	+8,461	-	+24,090	-

Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

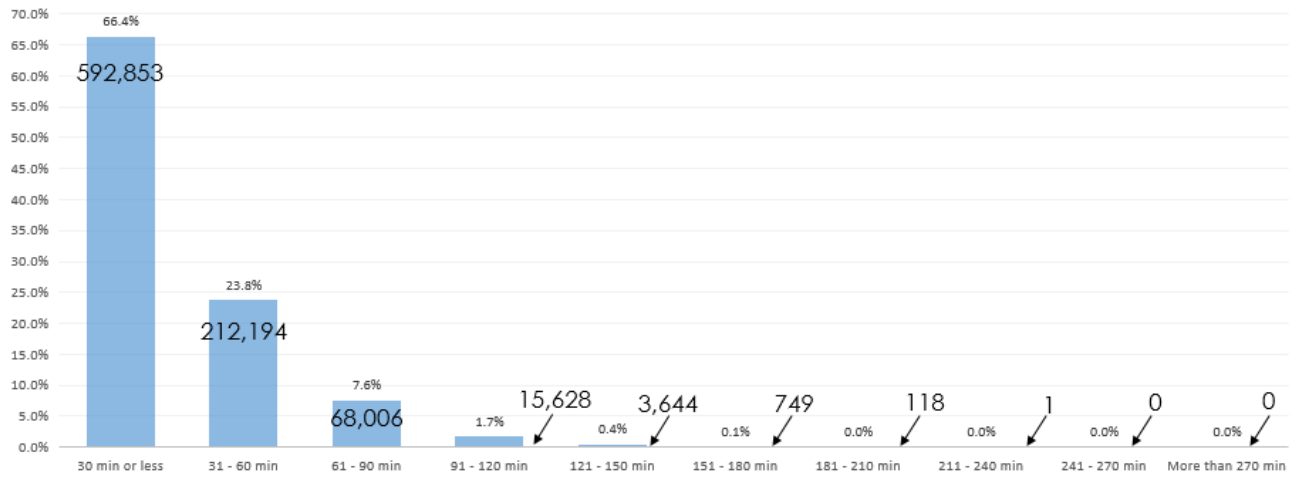




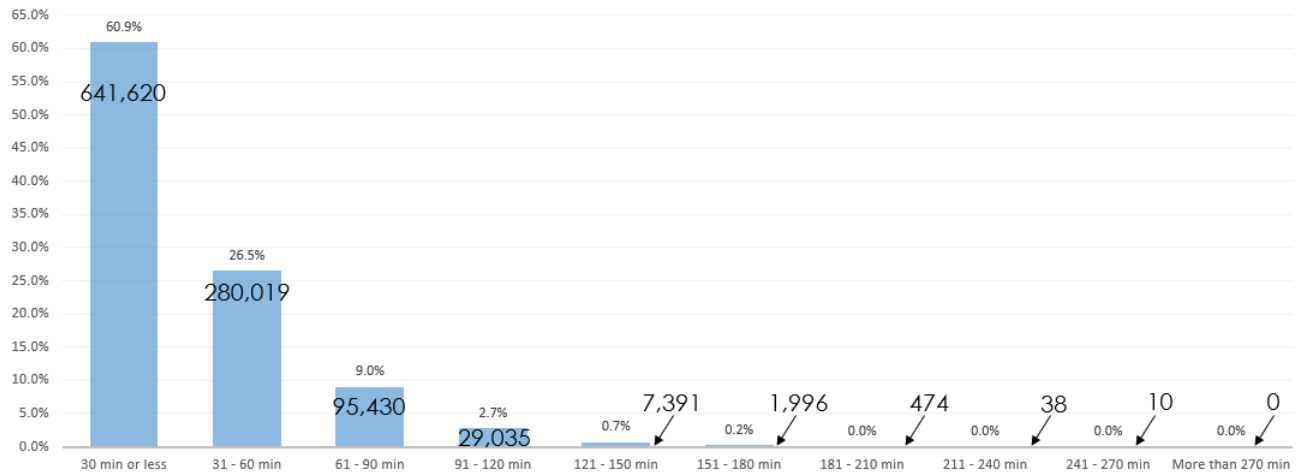
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



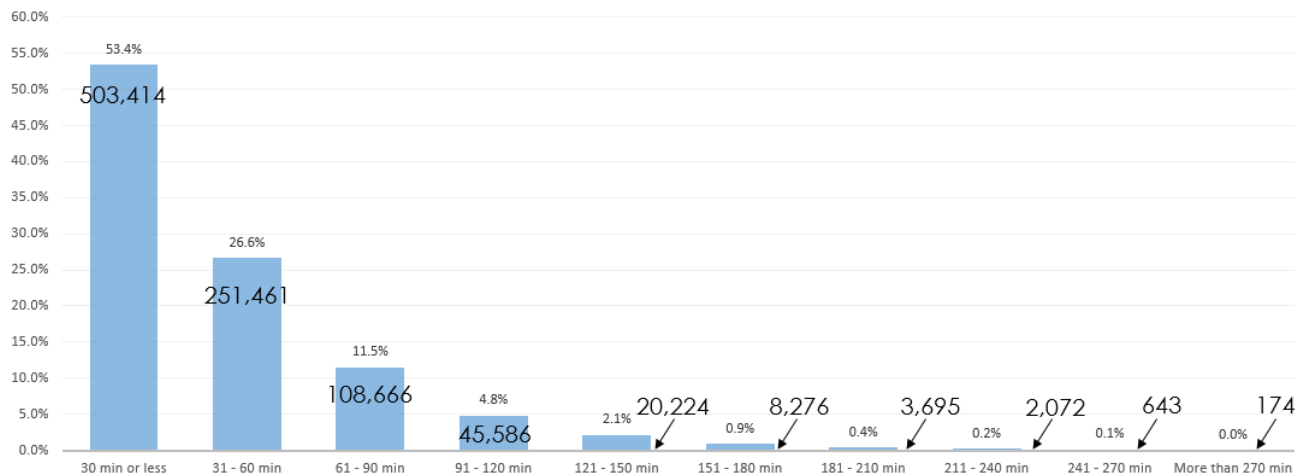
Wait times by Range: Month of November 2020



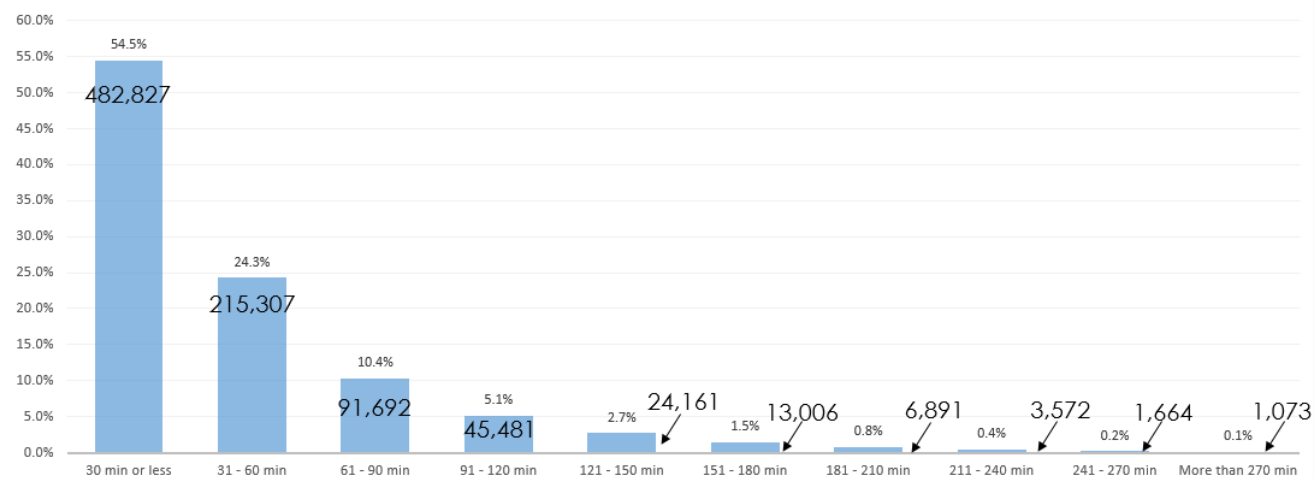
Wait times by Range: Month of October 2020



Wait times by Range: Month of September 2020



Wait times by Range: Month of August 2020



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Region I

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		1	5	1,054	3	1,055	3
CHICO		101	8	3,853	23	3,954	23
COLUSA		26	6	2,179	16	2,205	16
CORTE MADERA		248	6	4,314	10	4,562	9
CRESCENT CITY		63	3	1,886	14	1,949	14
EUREKA		72	5	5,162	10	5,234	10
FALL RIVER MILLS		2	1	733	4	735	4
FORT BRAGG		2	6	1,283	12	1,285	12
GARBERVILLE		5	1	841	6	846	6
GRASS VALLEY		176	8	2,491	17	2,667	17
LAKEPORT		44	6	2,383	27	2,427	27
MOUNT SHASTA		90	4	1,207	9	1,297	9
NOVATO		20	3	3,426	4	3,446	4
OROVILLE		68	4	3,848	12	3,916	12
PETALUMA		155	5	4,230	9	4,385	9
QUINCY		5	5	1,177	10	1,182	10
RED BLUFF		231	7	3,678	20	3,909	19
REDDING		306	10	5,360	17	5,666	16
SANTA ROSA		372	7	7,195	14	7,567	13
SOUTH LAKE TAHOE		13	7	1,624	19	1,637	19
SUSANVILLE		24	2	1,517	7	1,541	7
TRUCKEE		93	11	1,820	21	1,913	21
UKIAH		32	4	2,656	16	2,688	16
WEAVERVILLE		16	15	864	7	880	7
WILLOWS		25	10	2,262	11	2,287	11
YREKA		69	4	1,565	11	1,634	10
YUBA CITY		360	12	7,296	20	7,656	19
Region I (Northern CA) TOTAL		2,619	8	75,904	14	78,523	14

Region II
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		3	14	4,437	10	4,440	10
DALY CITY		454	8	7,603	11	8,057	11
EL CERRITO		233	9	5,640	13	5,873	13
FREMONT		374	8	4,534	9	4,908	9
GILROY		55	4	4,207	4	4,262	4
HAYWARD		198	9	6,287	12	6,485	12
HOLLISTER		17	5	2,111	9	2,128	9
KING CITY		160	3	2,756	11	2,916	11
LOS GATOS		179	8	4,406	10	4,585	9
OAKLAND CLAREMONT		384	11	7,534	13	7,918	13
OAKLAND COLISEUM		178	12	6,434	14	6,612	14
PLEASANTON		141	7	4,220	8	4,361	8
PLEASANTON STONERIDGE		32	2	2,700	2	2,732	2
REDWOOD CITY		39	9	5,637	9	5,676	9
SALINAS		70	9	4,447	14	4,517	14
SAN FRANCISCO		520	9	9,603	14	10,123	14
SAN JOSE		166	6	6,548	7	6,714	7
SAN JOSE DLPC		195	3	8,843	3	9,038	3
SAN MATEO		163	8	6,288	8	6,451	8
SANTA CLARA		302	7	9,042	9	9,344	9
SANTA TERESA		191	11	4,486	10	4,677	10
SEASIDE		66	5	4,865	9	4,931	9
WATSONVILLE		102	4	1,684	5	1,786	5
Region II (Bay Area) TOTAL		4,222	8	124,312	10	128,534	10

REGION III

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		82	2	3,842	15	3,924	15
CARMICHAEL		458	7	7,159	27	7,617	26
CONCORD	6	477	11	8,234	47	8,711	45
DAVIS		77	3	2,841	10	2,918	9
FAIRFIELD		87	5	5,634	13	5,721	13
FOLSOM	1	480	9	5,449	57	5,929	53
JACKSON		135	5	1,936	20	2,071	19
LODI	8	423	7	6,092	42	6,515	40
MANTECA	5	211	6	6,240	49	6,451	48
NAPA		38	1	7,420	3	7,458	3
PITTSBURG	7	267	12	6,360	47	6,627	45
PLACERVILLE	3	124	11	2,539	51	2,663	49
ROCKLIN		125	4	4,619	16	4,744	15
ROSEVILLE		558	11	8,361	30	8,919	29
SACRAMENTO	13	487	13	7,622	35	8,109	34
SACRAMENTO SOUTH		446	7	7,917	25	8,363	24
SAN ANDREAS		38	4	1,866	13	1,904	13
SONORA		67	8	2,625	26	2,692	25
STOCKTON		303	5	7,947	8	8,250	8
TRACY		136	8	6,356	24	6,492	24
VACAVILLE		101	6	4,111	23	4,212	22
VALLEJO		183	5	5,783	22	5,966	22
WOODLAND		106	6	3,998	26	4,104	25
Region III (Sacramento Area) TOTAL		5,409	8	124,951	28	130,360	27

REGION IV

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		272	9	3,696	19	3,968	19
BAKERSFIELD		827	6	7,198	28	8,025	26
BAKERSFIELD SW		554	7	7,526	24	8,080	22
BISHOP		13	2	1,411	8	1,424	8
CLOVIS	19	736	8	5,741	33	6,477	30
COALINGA		61	6	2,439	16	2,500	16
DELANDO		93	15	2,580	28	2,673	27
FRESNO		703	7	9,181	29	9,884	27
FRESNO NORTH		778	6	4,901	23	5,679	20
HANFORD	16	350	9	3,534	35	3,884	32
LAKE ISABELLA		9	4	1,379	7	1,388	7
LOS BANOS		99	3	3,054	18	3,153	17
MADERA		485	8	3,004	27	3,489	24
MARIPOSA		65	6	752	17	817	16
MERCED		855	8	4,695	27	5,550	24
MODESTO		1,961	7	7,025	29	8,986	24
PORTERVILLE	11	427	8	3,593	36	4,020	33
REEDLEY	17	578	5	4,508	33	5,086	30
RIDGECREST		183	2	2,512	12	2,695	12
SHAFTER		104	10	2,622	23	2,726	23
TAFT		47	2	2,191	7	2,238	6
TULARE		126	5	3,617	23	3,743	22
TURLOCK		1,089	11	3,126	30	4,215	25
VISALIA		919	5	5,856	17	6,775	15
Region IV (Central Valley) TOTAL		11,334	7	96,141	25	107,475	23

REGION V

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,460	4	9,655	24	11,115	21
GLENDALE		1,194	4	8,861	18	10,055	16
GOLETA		66	9	2,882	17	2,948	17
PACOIMA DLPC		538	2	5,886	16	6,424	15
HOLLYWOOD COLE	12	1,305	9	5,130	35	6,435	30
HOLLYWOOD WEST		654	6	3,890	24	4,544	21
LANCASTER	10	2,190	6	8,393	37	10,583	31
LOMPOC		118	7	3,252	14	3,370	14
NEWHALL		462	10	4,046	29	4,508	27
OXNARD		336	3	5,739	18	6,075	18
PASO ROBLES		166	9	2,769	28	2,935	27
SAN LUIS OBISPO		148	2	4,712	9	4,860	9
SANTA BARBARA		146	7	2,946	22	3,092	21
SANTA MARIA		343	3	3,739	31	4,082	28
SANTA MONICA		310	4	7,717	18	8,027	18
SANTA PAULA		143	3	3,360	15	3,503	15
SIMI VALLEY	15	593	5	3,963	35	4,556	31
THOUSAND OAKS		623	8	3,828	21	4,451	19
VAN NUYS		1,804	8	6,763	28	8,567	24
VENTURA		531	4	5,509	19	6,040	18
WINNETKA	14	1,995	8	6,453	35	8,448	29
Region V (Northern Los Angeles/Coastal Area) TOTAL		15,125	6	109,493	24	124,618	22

REGION VI

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,499	8	7,664	20	9,163	18
BELLFLOWER		1,240	10	7,453	26	8,693	23
COMPTON	18	1,409	11	6,430	33	7,839	29
CULVER CITY		1,027	10	5,365	29	6,392	26
EL MONTE		573	10	5,843	22	6,416	21
HAWTHORNE		1,353	12	5,372	26	6,725	23
INGLEWOOD		433	3	6,481	10	6,914	10
LINCOLN PARK		834	8	6,809	26	7,643	24
LONG BEACH		567	5	7,521	24	8,088	23
LOS ANGELES	20	801	11	7,882	32	8,683	31
MONTEBELLO		764	7	6,579	15	7,343	14
PASADENA		998	7	8,052	9	9,050	9
SAN PEDRO		244	5	7,452	23	7,696	22
TORRANCE		819	13	6,013	23	6,832	22
WEST COVINA		1,572	12	7,105	29	8,677	26
WHITTIER		825	7	8,623	18	9,448	17
Region VI (Los Angeles Area) TOTAL		14,958	9	110,644	23	125,602	21

REGION VII

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ANAHEIM DLPC		35	1	3,243	2	3,278	2
BARSTOW		137	4	3,530	17	3,667	17
COSTA MESA		762	11	6,881	31	7,643	29
FONTANA		1,070	6	13,525	22	14,595	21
FULLERTON		1,236	13	12,364	18	13,600	17
LAGUNA HILLS		630	10	7,646	22	8,276	21
NEEDLES		47	4	1,054	29	1,101	28
NORCO		1,184	19	8,102	32	9,286	30
POMONA		1,602	15	8,827	27	10,429	25
RANCHO CUCAMONGA		1,414	18	9,123	30	10,537	28
REDLANDS		677	5	6,040	15	6,717	14
RIVERSIDE		1,065	9	6,531	32	7,596	29
RIVERSIDE EAST		638	4	11,070	10	11,708	9
SAN BERNARDINO		1,706	9	8,564	27	10,270	24
SANTA ANA		1,324	8	11,499	16	12,823	15
VICTORVILLE	9	1,614	10	10,348	37	11,962	33
WESTMINSTER		1,280	5	13,691	16	14,971	15
Region VII (Orange County/Inland Empire) TOTAL		16,421	11	142,038	22	158,459	21

REGION VIII

DEPARTMENT of MOTOR VEHICLES Average Wait Time by Field Office Month of January, 2021

Month of January, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		220	7	4,725	24	4,945	23
BLYTHE		7	4	1,570	6	1,577	6
BRAWLEY		109	8	4,533	18	4,642	18
CHULA VISTA		1,806	6	9,207	17	11,013	15
EL CAJON		852	9	10,369	22	11,221	21
EL CENTRO		204	11	4,629	26	4,833	26
HEMET	4	513	9	7,146	50	7,659	47
INDIO		297	4	4,792	26	5,089	24
OCEANSIDE		365	14	7,515	24	7,880	24
PALM DESERT		250	8	4,677	22	4,927	21
PALM SPRINGS		215	3	5,486	7	5,701	7
POWAY		436	10	5,718	16	6,154	16
SAN CLEMENTE		254	7	5,405	18	5,659	17
SAN DIEGO CLAIREMONT		1,173	12	9,081	28	10,254	26
SAN DIEGO NORMAL		1,816	10	7,104	32	8,920	27
SAN MARCOS		548	8	9,921	24	10,469	23
SAN YSIDRO		1,197	7	7,532	27	8,729	24
TEMECULA	2	2,292	15	4,958	54	7,250	41
TWENTYNINE PALMS		376	4	2,315	15	2,691	13
Region VIII (San Diego Area) TOTAL		12,930	10	116,683	25	129,613	24
STATEWIDE TOTALS		83,018	9	900,166	22	983,184	20

Appendix B January Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Vendor	Configuration	Multiple FO	Sat 01/23/2021	8:00 PM	Mon 01/25/2021	11:15 AM	39:15	Multiple offices experienced System wide outage.	DMV office were unable to process driver license transactions through the Enterprise Application Service Environment. *Workaround: Field offices were able to continue processing most driver license applications. Applications that did not clear legal presence verification could not be provided a license.	Offices were unable to process driver license transactions through the Enterprise Application Service Environment.	Direct: CDT Firewall exception was not implemented properly causing DMV to lose connection.	The issue was caused by a Firewall update on January 23, 2021, by CDT. The update was corrected and the issue is resolved.
2	Vendor	Network Connectivity	Multiple FO	Tue 01/26/2021	3:30 PM	Tue 01/26/2021	6:58 PM	3:28	Field offices statewide were experiencing issues with vehicle registration processing.	Vehicle registration processing was impacted statewide. *Workaround - None.	Systems were delaying the transfer of data while processing vehicle registration.	Direct: CDT network issue caused the delay in vehicle registration processing.	CDT shut down a failing switch that caused the delay enabling data transfers to route around the failing switch.
3	Vendor	Other	Multiple FO	Thu 01/28/2021	8:10 AM	Thu 01/28/2021	12:10 PM	4:00	Multiple offices were experiencing blank screens when trying to access Field Office Document Imaging Systems.	Offices were unable to scan documents into the Field Office Document Imaging System *Workaround: Offices photocopied the customers documents in lieu of scanning them.	Unable to process driver license applications using the field office document imaging system.	Direct: A power outage at DMV Headquarters due to weather caused server reboots putting the field office documentation Imaging services to be in a suspended state.	DMV rebooted the suspended server and restored the field office document imaging system.

4	Vendor	Other	DMV Website, Kiosks	Thu 01/28/2021	2:55P M	Fri 01/29/2021	12:00 AM	9:05	Kiosks stations and the DMV website payments are not being accepted.	DMV website and Kiosk stations have no connection to Elavon ConvergePay. The issue is impacting Credit/Debit card online payments *Workaround: DMV online customers can pay with echeck	Unable to process any credit card payment transactions on the DMV website and on DMV Kiosks stations.	Direct: Elavon outage caused connection issues to Elavon ConvergePay, issue is impacting Credit/Debit card online payments that also impacted the speed of all other Online Services making them slower.	Issue resolved: Elvaon credit card payment services were restored. Still awaiting RCA from Elavon
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